

SC DMH Client Advocacy Report April 2011

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	17	57
Harris	8	55
Morris Village	3	20
Hall	0	7
Tucker	0	6
Forensics (GEO & Bldg. 1)	17	60
Mental Health Centers	32	125
Total	77	330

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	27	227
Information, Referral & Other Assistance ¹	10	58

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	29	2	17	7	48
2) Admission & Discharge	27	7	4	4	38
3) Information & Advocacy	10	3	6	3	19
4) Physical Environment	9	3	2	2	14
5) Inpatient Rights	38	30	1	23	69
6) Personal Property & Money	16	7	8	6	31
7) Confidentiality & Consent	8	2	8	4	18
8) Treatment	28	8	91	33	127
9) Other Rights Issues	7	3	12	7	22
Total⁵	172	65	149	89	386

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	5	1		1	6
b. Excessive Restraint, Seclusion & PRNs	5				5
c. Sexual Abuse	1		2	3	3
d. Verbal Abuse or Violations of Dignity	13	1	15	3	29
e. Neglect	5				5
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	18	3	1	3	22
b. Community Placement (where)	4		3		7
c. Periodic Court Review	2	2			4
d. Questions, Education & Other	3	2		1	5
3) Information & Advocacy					
a. Access to Advocacy	7		5	2	12
b. Access to Legal Resources	3	2	1	1	6
c. Questions, Education & Other		1			1
4) Physical Environment					
a. Food Quality & Quantity	2				2
b. Linens, Clothes & Toiletries	1	3			4
c. Disrepair of Physical Plant	3		1	1	4
d. Cleanliness of Facilities	3		1	1	4
5) Inpatient Rights					
a. Privacy		2		1	2
b. Safety	4	4		4	8
c. Freedom, Privileges & Fairness	13	14		7	27
d. Communication	6	7		6	13
e. Health Care	15	3	1	5	19
6) Personal Property & Money					
a. Property	7	3		3	10
b. Money, Entitlements, Rep. Payee	8	3	3	3	14
c. Billing Issues	1		3		4
d. Other Non-DMH Issues		1	2		3
7) Confidentiality & Consent					
a. Access to Records & Information	3	2	5	4	10
b. Breach of Confidentiality	4		3		7
c. Issues of Consent, Confidentiality, etc.	1				1
8) Treatment					
a. Eligibility for Services			20	7	20
b. Accessibility to Staff & Treatment	1		50	13	51
c. Individualized, Client-Driven	24	6	20	11	50
d. Right to Refuse Treatment	3	2	1	2	6
9) Other Rights Issues					
a. Work, Compensation & Education		2	1		3
b. Religion	1	1			2
c. Sexuality, Birth Control, Marriage, etc.	1				1
d. Voting					
e. Housing	1		8	5	9
f. Legal assistance for Non-DMH issues	4		3	2	7